

18 September 2023

## Freedom of Information request 619-23

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### Request

Please provide information regarding the following systems:

1. Clinical noting
2. EPR
3. Finance
4. Finance BI and analytics system
5. Genomics platform
6. HR
7. Patient Engagement Portal
8. Payroll
9. Population health management
10. Procurement Software
11. Video Consultation
12. Virtual Wards

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name -
- c) System name -
- d) Date installed -
- e) Contract expiration -
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework -
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes - e.g. we are currently out to tender

Please provide your answer in the above format for each system.

System definitions:

Clinical noting: A clinical noting documentation system that enables the electronic recording, storage and retrieval recording of patient medical records related to a patient's diagnosis and care during an inpatient hospital visit or encounter.

EPR: An electronic patient/health record is an electronic record of periodic health care of a single individual, provided mainly by one institution. A digital version of a patient's paper chart.

Finance: This is a financial management and accounting solution used alongside HR software. Suppliers here include Unit4

Finance BI and analytics system: Tools used for transforming and analysing financial and related data sets.

Genomics platform: Collects and stores genome data.

Patient Engagement Portal: It is a digital platform used by healthcare providers across the system to securely share data and interact with patients/carers to better support/manage patient's health and wellbeing.

Population Health Management: Population health management platforms cover the set of IT capabilities and related services that enable provider organizations to manage populations of patients and achieve the specific quality, cost and experience goals.

Procurement Software: Procurement software is a business software that allows enterprises to automate their entire source-to-pay cycle. Right from analysing and managing spends to managing contracts and making invoice payments.

Video Consultation: Is a system that is used when a patient speaks to a doctor or healthcare professional using the video camera in their smartphone, tablet or computer.

Virtual Wards: Virtual wards, also known as virtual care wards or hospital-at-home programs, are healthcare models that aim to provide hospital-level care to patients in their own homes. These programs typically utilise telehealth technologies, hardware, and remote monitoring systems to deliver medical care and supervision to patients who would otherwise require hospitalization. Please list the different hardware and systems used.

## Response

### 1. Clinical noting

- a) System type – Clinical Noting
- b) Supplier name - InterSsystems
- c) System name - TrakCare
- d) Date installed – June 2010
- e) Contract expiration – 2030
- f) Is this contract annually renewed? -No
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework - N/A – Tender Exercise – Direct purchase.
- i) Other systems it integrates with? – LIMS, CHI
- j) Total value of contract £330,000
- k) Notes - e.g. we are currently out to tender - NONE

### 2. EPR

- a) System type – EPR
- b) Supplier name - InterSsystems
- c) System name - TrakCare
- d) Date installed – June 2010
- e) Contract expiration – 2030
- f) Is this contract annually renewed? -No
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework -N/A – Tender Exercise – Direct purchase.
- i) Other systems it integrates with? – LIMS, CHI
- j) Total value of contract £330,000
- k) Notes - e.g. we are currently out to tender NONE

3. Finance

- a) System type – Finance
- b) Supplier name -NHS Scotland System
- c) System name - eFinance
- d) Date installed – 2021
- e) Contract expiration – National System\*
- f) Is this contract annually renewed? - National System\*
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework - Unknown – National System\*
- i) Other systems it integrates with? – None
- j) Total value of contract (£) - National System\*
- k) Notes - e.g. we are currently out to tender NONE

4. Finance BI and analytics system

- a) System type – Boxy
- b) Supplier name -NHS Scotland System
- c) System name - eFinance
- d) Date installed – 2015
- e) Contract expiration – National System\*
- f) Is this contract annually renewed? - National System\*
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework - National System\*
- i) Other systems it integrates with? – None
- j) Total value of contract (£)Unknown – National System\*
- k) Notes - e.g. we are currently out to tender NONE

5. Genomics platform

NO SYSTEM INSTALLED

6. HR

- a) System type – HR
- b) Supplier name -NHS Scotland System
- c) System name - eESS
- d) Date installed – 2021
- e) Contract expiration – National System\*
- f) Is this contract annually renewed? - National System\*
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework - National System\*
- i) Other systems it integrates with? – None
- j) Total value of contract (£) – National System\*
- k) Notes - e.g. we are currently out to tender NONE

7. Patient Engagement Portal

NO SYSTEM INSTALLED

8. Payroll

- a) EPayroll
- a) System type – Payroll
- b) Supplier name -NHS Scotland System
- c) System name - eFinance
- d) Date installed – 2021
- e) Contract expiration – National System\*
- f) Is this contract annually renewed? - National System\*
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework - National System\*
- i) Other systems it integrates with? – None
- j) Total value of contract (£) - National System\*
- k) Notes - e.g. we are currently out to tender NONE

9. Population health management

NO SYSTEM INSTALLED

10. Procurement Software

- a) System type – Procurement Software
- b) Supplier name -NHS Scotland System
- c) System name - PECOS
- d) Date installed – 2014
- e) Contract expiration – National System\*
- f) Is this contract annually renewed? - National System\*
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework - National System\*
- i) Other systems it integrates with? – None
- j) Total value of contract (£) - National System\*
- k) Notes - e.g. we are currently out to tender NONE

11. Video Consultation

- a) System type – Video Consultation
- b) Supplier name -NHS Scotland System
- c) System name - NearMe
- d) Date installed – 2020
- e) Contract expiration – National System\*
- f) Is this contract annually renewed? – National System\*
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework – National System\*
- i) Other systems it integrates with? – None
- j) Total value of contract (£) – National System\*
- k) Notes - e.g. we are currently out to tender NONE

12. Virtual Wards

- a) System type – Virtual Wards
- b) Supplier name - InterSsystems
- c) System name - TrakCare
- d) Date installed – June 2010
- e) Contract expiration – 2030
- f) Is this contract annually renewed? -No
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework - - N/A – Tender Exercise – Direct purchase.
- i) Other systems it integrates with? – LIMS, CHI
- j) Total value of contract - £330,000
- k) Notes - e.g. we are currently out to tender NONE

Please note: National System\* - This information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **619-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.